

## Guide to Submitting a Food Plan Check Application Online

### Getting Started

**Becoming a Registered User.** The Online Food Plan Check Application process requires the public to register for an account in order to apply for and submit plans for a food facility, check the status of permits, conduct research, and perform other tasks online. This Help Guide focuses on the process for submitting food facility plans for Department of Environmental Health (DEH) review.

- **Account Creation.** You must be a *Registered User*, within Accela Citizen Access (ACA), to submit an application with plans for a food facility. Required fields have a red asterisk (\*).
  - To register, click on “**New Users: Register for an Account**” in the Login box or “Register for an Account” at the upper right hand corner of the home screen.



Figure 1. The possible selections at the top of the home screen.

- **Acknowledge the disclaimer.**
- **Login Information.** Enter a user name, email, and password, as well as security question and answer.
- **Contact Information.** Click the “Add New” button to enter all the requested information. Entering all the details here will make completing your application much easier and faster. Once complete, press the **Continue** button.
- Click on **Continue Registration** button.
- Now you can login using your new Registered User account, you will be able to submit a new application with plans.

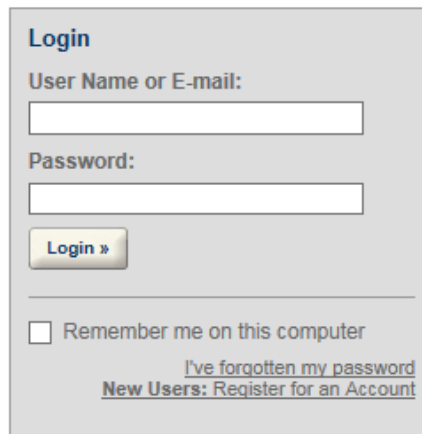
**Payment.** After plans are submitted and your application is reviewed for completeness, the Food Plan Check Program will assess fees (which can be paid online, over the counter, or via the USPS). Ensure a proper email is provided so that an invoice can be sent to you for payment. Payment is required for the plan review process to begin.

## Instructions to Submit an Application with Plans:

The instructions below are for the submittal of your Food Plan Check application and plans for new construction, minor remodels, and revisions to previously approved plans.

### Step 1 – Login:

- Go to the [Accela Citizen Access](http://www.dehpay.com) home page (start at <http://www.dehpay.com>)
  - If you have just created your Registered User account, and are still on the page that says you have successfully created your account, please click the “Home” tab (see Figure 1) just above the green banner.
  - Enter your username and password into the gray background login area.

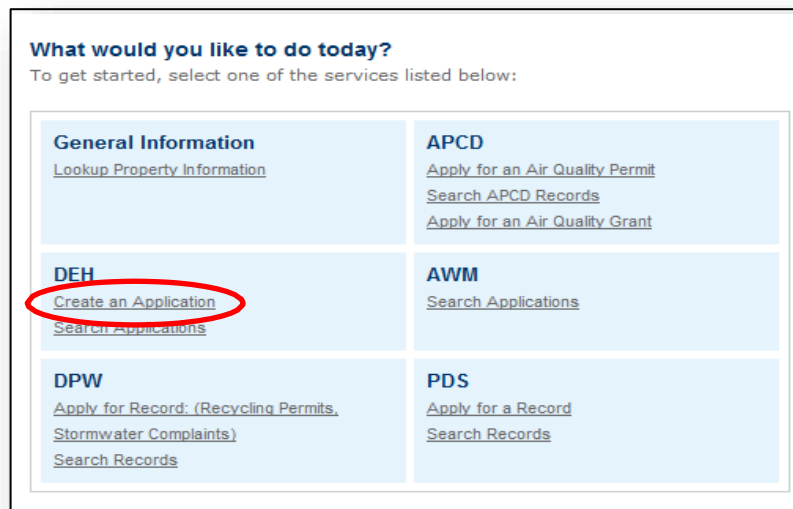


The screenshot shows a login form with the following elements:

- Login** (Section Header)
- User Name or E-mail:** (Text label above a text input field)
- Password:** (Text label above a text input field)
- Login »** (Submit button)
- Remember me on this computer
- [I've forgotten my password](#)
- [New Users: Register for an Account](#)

### Step 2 – Create an Application:

- Click on **Create an Application** in the DEH section.



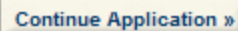
The screenshot shows a page titled "What would you like to do today?" with the instruction "To get started, select one of the services listed below:". The page is organized into a grid of service categories:

What would you like to do today?	
<b>General Information</b> <a href="#">Lookup Property Information</a>	<b>APCD</b> <a href="#">Apply for an Air Quality Permit</a> <a href="#">Search APCD Records</a> <a href="#">Apply for an Air Quality Grant</a>
<b>DEH</b> <a href="#">Create an Application</a> <a href="#">Search Applications</a>	<b>AWM</b> <a href="#">Search Applications</a>
<b>DPW</b> <a href="#">Apply for Record: (Recycling Permits, Stormwater Complaints)</a> <a href="#">Search Records</a>	<b>PDS</b> <a href="#">Apply for a Record</a> <a href="#">Search Records</a>

Note: The "Create an Application" link under the DEH section is circled in red in the original image.

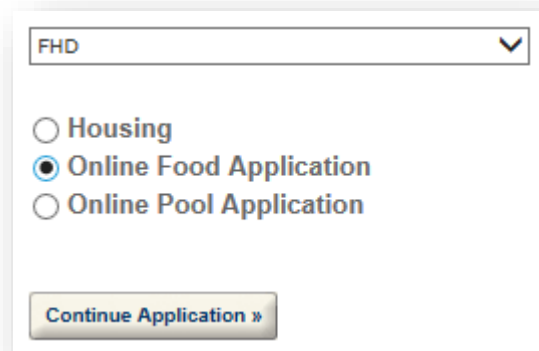
### Step 3 – General Disclaimer:

You will be taken to the disclaimer page. After reading the General Disclaimer, check the box that you have read and accepted the terms and click the **Continue Application** button.



### Step 4 – Selecting the Application Type:

From the dropdown list, select **FHD**. A list of application types will be displayed. Select the **Online Food Application** and click **Continue Application**.



The screenshot shows a web form with a dropdown menu at the top containing the text 'FHD' and a downward arrow. Below the dropdown are three radio button options: 'Housing', 'Online Food Application' (which is selected with a blue dot), and 'Online Pool Application'. At the bottom of the form is a button labeled 'Continue Application »'.

### Step 5 – Location Information:

Enter the Street Number and Street Name of the food facility address and then click **Search**.

- If a single matching address is found, the City, State, and ZIP will populate.
- If multiple search results are returned, select the correct address.
- If no matching address is found, try entering only the first few letters of the street name, and first few characters of the street number or leave the street number blank.
- Once a matching address is found, click **Continue Application**.
- If there is no site address or a matching address could not be found, enter the closest Street Name and provide as much address information as possible. Do not click Search again if a matching address was not found. Once the information has been entered, click **Continue Application**.

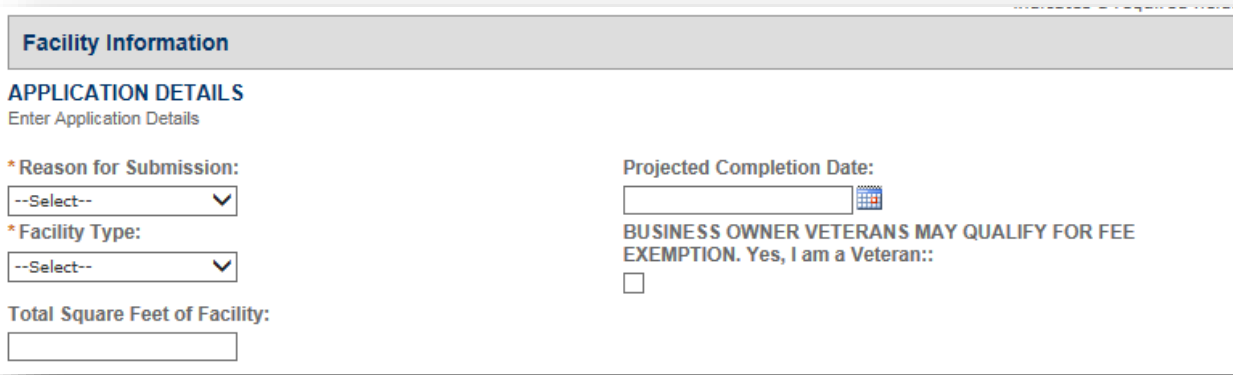
### Step 6 – Contact Information:

- Enter the Plan Check Applicant information.
  - If this is you, click on **Select from Account** button and the field will auto-populate.
  - If it is someone else, select **Add New** and enter the requested information. Note that required fields have a red asterisk (\*) next to the field title.
- Enter the Permit Owner information.
  - If this is you, click on **Select from Account** button, and the field will auto-populate.
  - If it is someone else, select **Add New** and enter the requested information.

- Enter Billing Contact Information.
  - If this is you, click on **Select from Account** button and the field will auto-populate.
  - If it is someone else, select **Add New** and enter the requested information.
- Click the **Continue Application** button after all contact information has been added.

### Step 7 – Application and Facility Details:

Enter all information requested. Then click **Continue Application**. If you are a United States Military Veteran and want to see if you qualify for a Veteran’s Exemption of fees, please contact Permits at (858) 505-6666 or [fhdpermits@sdcounty.ca.gov](mailto:fhdpermits@sdcounty.ca.gov).



The screenshot shows a web form titled "Facility Information" with a sub-section "APPLICATION DETAILS". The form includes the following fields and options:

- \* Reason for Submission:** A dropdown menu with "--Select--" and a downward arrow.
- \* Facility Type:** A dropdown menu with "--Select--" and a downward arrow.
- Total Square Feet of Facility:** A text input field.
- Projected Completion Date:** A date picker field with a calendar icon.
- BUSINESS OWNER VETERANS MAY QUALIFY FOR FEE EXEMPTION. Yes, I am a Veteran::** A checkbox.

### Step 8 – Attachments:

Drawings or plans must be submitted with the application. The plans should be in PDF format and should not exceed 100mb in size. If your plans are prepared using computer aided drawing (CAD), please include or embed custom fonts into the PDF.

To upload an attachment click **Add** to find the file, then select **DEH-FHD-Food Plan** from the dropdown list. If you are attaching more than one document (e.g., specification sheets, mechanical ventilation exemption letters, commissary agreements, etc.), please add a brief description of each document, then click **Save**. To add another document, click the **Add** button again and repeat the process. After all documents have been added, click **Continue Application**.

### Step 9 – Review Application:

Review your application to ensure all the information is correct and complete, and that plans are attached. Click **Edit** to make changes to each section if necessary. When ready, click **Continue Application** to submit.

### Step 10 – Application Submitted:

Congratulations! Your application has now been submitted. Please make note of the Record ID assigned to your permit application. You can use the Record ID to check the status of the application or resubmit plans (see Step 12 – Resubmitting Plans for Review below).

**Please Note the Following:**

- Once your plans have been reviewed and are found complete, you will receive an email notifying you the fees due. You will be provided a new record number and will be advised to pay the fees due using the new record number. **Plan Check staff will not begin to review your plans until Payment is received.**
- Once a payment has been made, provide notification of payment to [FHDPlanCheck.LUEG@sdcounty.ca.gov](mailto:FHDPlanCheck.LUEG@sdcounty.ca.gov).
- Upon confirmation of payment, your plans will be reviewed in the order it was received. Our goal is that your plans will be reviewed in 10 business days. If more than 5 corrections are found during the review process, additional fees are required to complete the review.

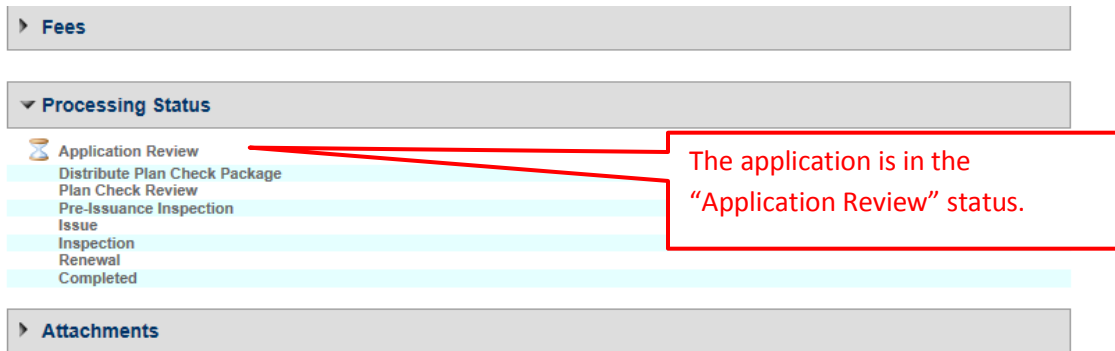
**Step 11 - Checking Application Status:**

You can check the status of your application at any time by going to the ACA home page (<https://dehpay.com/>), and clicking **Search Applications** in the DEH section. Enter your updated Record ID in the **Record Number** field and click **Search**. Ensure the Record ID entered is the same as the one received to make fee payments.



The screenshot shows a 'General Search' form with three input fields: 'Record Number' (containing 'DEH...'), 'Record Type' (a dropdown menu with '--Select--'), and 'Project Name'.

Once the record is displayed you can check the status by expanding the **Processing Status** field. You can click on each status for more detailed information.



The screenshot shows a dropdown menu for 'Processing Status' with the following options: Application Review, Distribute Plan Check Package, Plan Check Review, Pre-Issuance Inspection, Issue, Inspection, Renewal, and Completed. A red callout box points to 'Application Review' with the text: 'The application is in the "Application Review" status.'

*Please make note of the following statuses and their meanings:*

- Application Review – The application is being reviewed for completeness and invoice sent to the DEH Billing Contact for payment or the plans were disapproved and returned to the applicant for corrections. If sent back for corrections, the record status will be “Out to Applicant”.
- Plan Check Review – The plans are being reviewed by the DEH Environmental Health Specialist.
- Inspection – The plans have been approved and the operator must schedule the required field construction inspections. Typically, a new or major remodel of a food facility will require a minimum of 2 inspections: 50-80% complete and 100% complete. Call the scheduling line (858) 505-6660 at least (10) business days in advance to schedule your field inspections.

## Step 12 – Resubmitting Plans for Review:

If the plans have been disapproved or need minor corrections, a message will be emailed to the **Applicant and the Owner** detailing the corrections to be made. The corrected plans can be resubmitted electronically in ACA. Follow steps one through four listed above. At step four, select **FHD** in the dropdown field, then **Online Resubmittal** next.

- Select the *Agent For Applicant*.
- Provide business name as it was originally submitted, then enter the final Record ID that was provided to you in an email for paying fees within the “Record/Project Number” field.
- Click **Add** to find and select the file, then provide a brief description of the attachment(s) and click **Save** to upload plans.

*Note:*

- Only the registered user who submitted the application can upload additional documents/plans.
- Once the document/plan has been uploaded, you must email the Plan Check Department to notify them of the resubmittal. The 10 day review time frame will start once email notification has been received and all applicable fees paid in full. You can email the Plan Check Department at [FHDPlanCheck.LUEG@sdcounty.ca.gov](mailto:FHDPlanCheck.LUEG@sdcounty.ca.gov).

## Contact Us:

If you have questions about the digital plan submission process or general plan check questions, please contact us at (858) 505-6659 or by email at [Plnchk@sdcounty.ca.gov](mailto:Plnchk@sdcounty.ca.gov).